Our Toronto

VOL. 4 **ISSUE 1** SPRING 2011

Building a great city – together

CLEAN TORONTO TOGETHER

Join us and help keep Toronto clean!

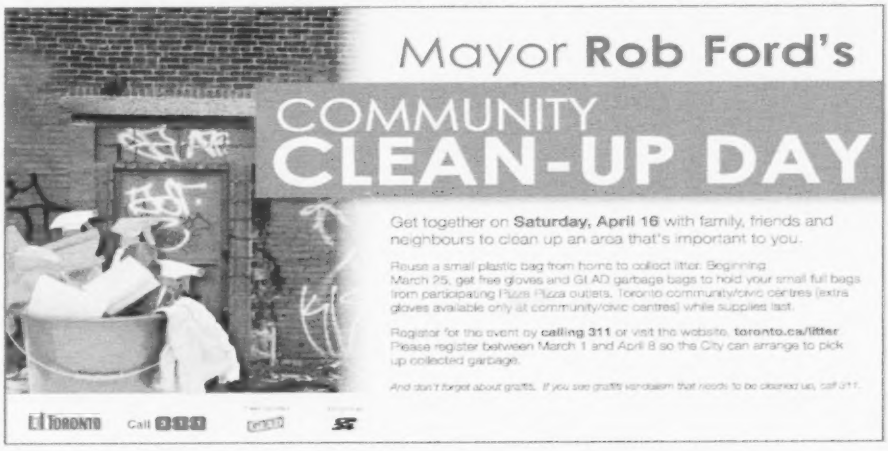
THE City's annual spring cleanup events are a great way to get together with friends, neighbours and co-workers to reduce everyday litter and freshen up the city after a long winter. City crews will be working together to remove illegal graffiti and the waste left behind after the snow melts. Help us with the spring housekeeping and together we can take action to keep our communities clean and litter-free.

It only takes minutes to make a difference – participate in the 20-Minute Toronto Makeover and help clean a public place for 20 minutes on Friday, April 15 at 2 p.m. Mayor Rob Ford's Community Clean-up Day is the next day, Saturday, April 16. Get together with family, friends and neighbours and clean a public space that is important to you – it could be a park, local street or a ravine. Once again this year, Glad is the lead sponsor for the cleanup events.

You can register for either event or get more information online or by calling 311. The City asks groups to register so that we can coordinate where collection crews can find and haul away the garbage bags.

Let's work together to keep Toronto clean.

toronto.ca/litter


Mayor Rob Ford's
COMMUNITY
CLEAN-UP DAY
Get together on Saturday, April 16 with family, friends and neighbours to clean up an area that's important to you.
Reuse a small plastic bag from home to collect litter. Beginning March 25, get free gloves and GLAD garbage bags to hold your small full bags from participating Pizza Pizza outlets, Toronto community/civic centres (extra gloves available only at community/civic centres) while supplies last.
Register for the event by calling 311 or visit the website, toronto.ca/litter. Please register between March 1 and April 8 so the City can arrange to pick up collected garbage.
And don't forget about graffiti. If you see graffiti vandalism that needs to be cleaned up, call 311.
TORONTO
Call 311

Spring clean up underway in Toronto's parks

Parks workers prepare a garden bed for spring planting.

THE end to the long, snowy winter is on the horizon. City staff are working to make our parks and green spaces ready and welcoming for Torontonians to enjoy.

Spring cleanup begins in early April and lasts for about three weeks. This work is a collaborative effort between Parks, Forestry & Recreation, Municipal Licensing & Standards, Transportation Services, Solid Waste Management and Toronto Water. If the ground is dry enough, the first cycle of grass cutting at the City's 1,512 named parks will be completed in early May. Low-lying or wet areas have to wait for the turf to dry out before the mowing can begin.

City sports fields will be groomed and ready for the permit season, which starts on May 14. Staff work to get park washrooms ready by flushing the lines and repairing any damage to equipment that occurred over the winter. Washrooms in parks are cleaned and opened to coincide with the start of the permit season.

There are more than 700 drinking fountains and 45 ornamental fountains in City parks. Water quality testing begins in April, with spot checks continuing throughout the season. Typically, there is winter damage to approximately three per cent of locations, but the majority of park drinking fountains will be operational by the end of May.

Spring cleanup would not be complete without flowers, of course. Each year, about a million flowers pop up in park gardens and horticultural beds across the city. Planting begins when weather conditions are right, usually just after the Victoria Day weekend.

toronto.ca/parks

Flood proof your home for spring

WITH spring just around the corner, it's a good idea to inspect your home for any damage that may have occurred over the winter months.

This is also the time of year to prepare your home for potential rain storms and help reduce the risk of basement flooding.

Here's a checklist to get you started on the road to flood proofing your home.

- Inspect your walls, doors, windows, floors and foundations for any cracks or leaks, and make repairs.
- Ensure downspouts are disconnected and drain water properly away from the basement and foundation walls (also check to make sure your downspout does not drain directly onto neighbouring properties, lanes or sidewalks).
- Clean out your eaves troughs and window wells and check for leaks.
- Consider soft-surface landscaping that allows stormwater to soak into the ground away from your home.
- Examine the grading of your property. The ideal is for your property to slope away from the house for at least two to three metres.
- Inspect your home's flood-proofing devices, such as sump pumps, floor drains or backwater valves, to make sure they're working properly.
- When in doubt, contact a professional such as a licensed plumber or drainage contractor.
- Make sure your flood insurance is up to date.

toronto.ca/water

Spring cleaning collection tips

ARE you cleaning up your basement, garage or storage area this spring? If so, ask yourself: Can any of the items be re-used? If not, how do I properly dispose of them?

The City of Toronto provides free pickup service of bulky items such as box springs, mattresses, car seats, furniture, lamps, luggage, patio furniture, skis, toilets, etc. The City will either disassemble items for recycling or work with organizations to provide items received in good condition for reuse. Check our web page toronto.ca/reuseit for a list of organizations that accept donations of unwanted items.

Remember, oversized and metal items can be left next to your Garbage Bin for free regular pickup, without requiring tags or special arrangements. If you live in an apartment or condominium, check with your building manager about how and where to put out oversized and metal items.

Items such as paints, pesticides, propane tanks, batteries, syringes, used motor oil and many cleaning products are examples of household hazardous waste that cannot be placed in your Garbage Bin. These items contain toxic ingredients and should be used and disposed of with caution. Take household hazardous waste to any Drop-off Depot (all accept household hazardous waste except Dufferin). The Toxics Taxi provides free pickup of 10-50 litres or kilograms of household hazardous waste. To book an appointment, visit toronto.ca/311 or call 311.

If you don't know where an item goes, use WASTE WIZARD (toronto.ca/recycle), a searchable database for proper disposal instructions.

toronto.ca/recycle

Our Toronto

Building a great city – together

Our Toronto is distributed via Canada Post to every household in the city. Fully-accessible PDF and audio versions are also available on the City's website (toronto.ca/ourtoronto). You can read it online in the languages listed below, or contact us to have a printed copy in your language mailed to you. Call, write or e-mail to get a Braille or large print version mailed to you.

Vous trouverez ce journal en français au site web ci-dessous. (French)

在以下所示网站上有该报纸的中文版本。 (Chinese)

இந்தச் செய்தித்தாளின் தமிழ்ப் பிரதி பின்வரும் இணையத் தளத்தில் இடம்பெற்றுள்ளது. (Tamil)

Questo giornale è disponibile in italiano sul sito Web che segue. (Italian)

Este periódico está disponible en español en el sitio web indicado abajo. (Spanish)

Este jornal está disponível em português no sítio Web abaixo indicado. (Portuguese)

Makikita ang Tagalog na edisyon ng pahayagang ito sa website sa ibaba. (Tagalog)

یہ اخبار نیچے دی گئی ویب سائٹ پر اردو زبان میں دستیاب ہے۔ (Urdu)

Данная газета на русском языке имеется на нижеуказанном веб-сайте. (Russian)

این نشریه به قدرس اقترنتی ذیل به زبان فارسی قابل دسترسی میباشد. (Farsi)

이 신문은 아래의 웹페에서 한국어로 보실 수 있습니다. (Korean)

toronto.ca/ourtoronto

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FSC Recycled

A message from Mayor Rob Ford

Hundreds of residents joined Mayor Rob Ford at the annual Mayor's New Year's Day Levee.

HELLO Toronto! Let me begin by saying what an honour and a pleasure it is to serve as your Mayor. Since taking office on December 1, 2010, our team has accomplished a lot for you, the taxpayers of our great city.

My administration is focused on four key areas: Customer Service Excellence, Reducing the Size and Cost of Government, Building Transportation City and a Transparent and Accountable Government.

We abolished the $60 Car registration tax effective January 1st – putting $64 million back into taxpayers' pockets. In February, we mailed the first rebate cheques back to taxpayers who had pre-paid for 2011.

Because I firmly believe in leading by example, I turned down a pay raise and saved taxpayers about $17,000. My transition team came under budget by nearly $25,000.

We also saved hundreds of thousands of your dollars by eliminating snacks at Council meetings, eliminating paper media clippings and Councillors cut their expense budgets, saving taxpayers about $900,000.

As I committed to do during the campaign, I cut $700,000 out of my own office budget. We also called on the province to make the TTC an essential service – and the province has introduced legislation to do this. We are moving forward on my commitment to the residents of Toronto to build subways beginning with the expansion of the Sheppard Line.

Working with my Council colleagues, we passed the 2011 budget which was balanced, with a zero per cent property tax increase and no major service cuts.

There is more work that needs to be done and I guarantee you our team is dedicated to ensuring your tax dollars are spent wisely.

toronto.ca/mayor_ford

Register now for summer camps

IF you haven't registered for summer camps, spaces are still available in some programs. Don't delay, register today. There are several convenient ways for you to register: online; touch tone registration (416-338-0000); call a Customer Service Representative at 311; or visit a designated civic or community centre.

toronto.ca/parks/camps

Colonel Samuel Smith Park

Ice Trail

IF you've not visited Colonel Samuel Smith Park lately, you should definitely make plans to do so. It is one of the city's largest waterfront parks and is home to Toronto's first ice trail.

Since its opening in December 2010, the ice trail has enticed skaters from across the city to come and enjoy more than 250 metres of winter fun. The ice trail is a unique outdoor rink that extends in a figure-eight shape connecting to the park's greater trail network.

The impressive Power House Recreation Centre - a red brick building dating from 1888 that served for a century as a coal-fired heating plant - has been restored with its 60-metre brick smokestack intact, 10-metre cathedral ceilings, three-storey windows and pine benches. It is now the changing facility for skaters.

Winter or summer, Colonel Samuel Smith Park is worth a visit. It is located Lake Shore Boulevard, just south of Kipling Avenue.

toronto.ca/parks

Skybox (front page):
Refurbished coal building now change room at the ice trail

City's Accountability Offices

THE City of Toronto is at the forefront of government accountability across Canada. An Auditor General's Office was established in 2002, then an Integrity Commissioner in 2004. The office of the Lobbyist Registrar was created in 2007, and the Ombudsman in 2008. These offices exist in order to ensure that City government is run transparently and honestly, and that residents are treated fairly. Accountability positions are independent of the City administration and report to City Council.

- The Auditor General is responsible for assisting City Council in holding itself and its administration accountable for the quality of stewardship over public funds and for the achievement of value for money in City operations. The Office also operates the City's Fraud and Waste Hotline (416-397-STOP/7867) investigating complaints about suspected wrongdoing involving municipal resources, waste or contracts.

  toronto.ca/audit/index.htm

- The Lobbyist Registrar is responsible for promoting and enhancing the integrity of the City's decision-making through public disclosure of lobbying activities and regulation of lobbyists' conduct.

  toronto.ca/lobbying/index.htm

- The Integrity Commissioner is responsible for providing advice, complaint resolution and education to Members of City Council and Members of local boards on the application of the City's Codes of Conduct, and other bylaws, policies and legislation governing ethical behaviour.

  toronto.ca/integrity/index.htm

- The Ombudsman is the office of last resort for addressing concerns about City services and investigating complaints of administrative unfairness. The Ombudsman will receive, resolve and investigate public complaints related to the delivery of City services and programs.

  ombudstoronto.ca

Budget 2011

CITY Council has approved the 2011 tax supported and utility rate budgets totalling $13.326 billion. The budget achieves the Mayor's budget directions and is balanced; does not require any major service cuts; and does not include increases to either residential or non-residential property tax rates.

In addition to approving the City's tax supported Operating and Capital Budgets, separate capital and operating budgets were approved for the City's utilities – specifically Solid Waste Management and Toronto Water.

Operating Budget

The approved 2011 tax supported Operating Budget is $9.383 billion and maintains the City's services at 2010 levels. The day-to-day operation of City services is paid for from the City's Operating Budget – the money dedicated to salaries and operating expenses such as rent, fuel, electricity and equipment. The delivery of City services such as police, fire, emergency medical services, TTC, waste collection and recycling, libraries, parks and recreation, child care and many others are paid for through the City's Operating Budget.

Capital Budget

The 2011 tax supported Capital Budget is $2.016 billion and is part of a 10 year 2011-2020 Capital Budget and Plan of $12.755 billion. The City's Capital Budget pays for construction and maintenance of roads, the purchase of transit vehicles, the building of major facilities, and the purchase of major equipment. The budget funds the maintenance and construction of City assets and infrastructure needed to support service to residents and businesses.

Toronto Water Budget

The rate-supported Toronto Water Operating Budget is $821 million, the Capital Budget is $560 million and the 2011-2020 Capital Plan is $8.628 billion. The 2011 water rate increase is nine per cent for residential or $56 per year, and between 7.16 per cent and 7.57 per cent for industrial, depending on consumption. The daily cost for all residential water, wastewater and stormwater services is $1.85 per day. This is an increase of 16 cents per household per day for 2011.

Solid Waste Management Budget

The 2011 rate-supported Operating Budget for Solid Waste Management is $343 million with a Capital Budget of $98 million and a 10 year Capital Plan of $469 million. The 2011 rate increase for Solid Waste Management is 3 per cent, which represents an increase of $6 per household per year.

Looking forward to 2012

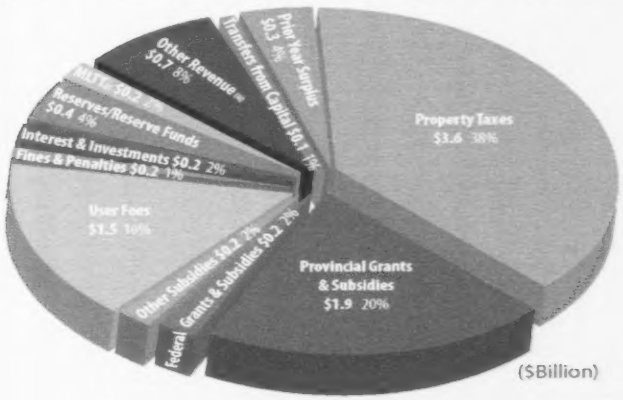
In the longer term, Toronto's operating funding shortfall will require the City to reduce spending and increase revenues in order to eliminate the funding gap.

The starting financial pressure in 2012 is projected to be $530 million assuming a modest surplus in 2011 and a property tax increase at the rate of inflation in 2012. Offsetting this pressure will take a concerted effort over the coming months.

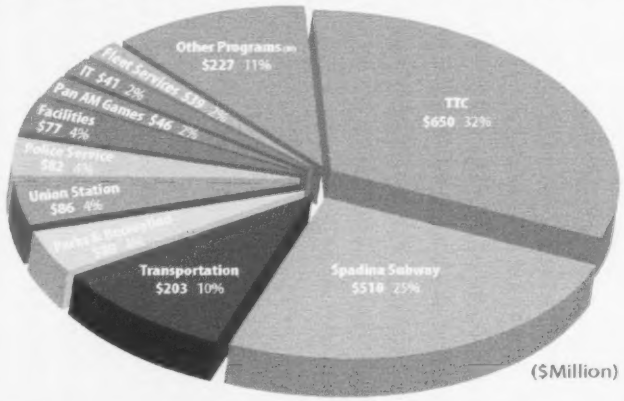
In spite of the challenges, Toronto's strength is that it has one of the highest possible credit ratings, residential property tax rates are among lowest in Ontario and the revenue base is more diversified than other municipalities in Ontario.

toronto.ca/budget2011

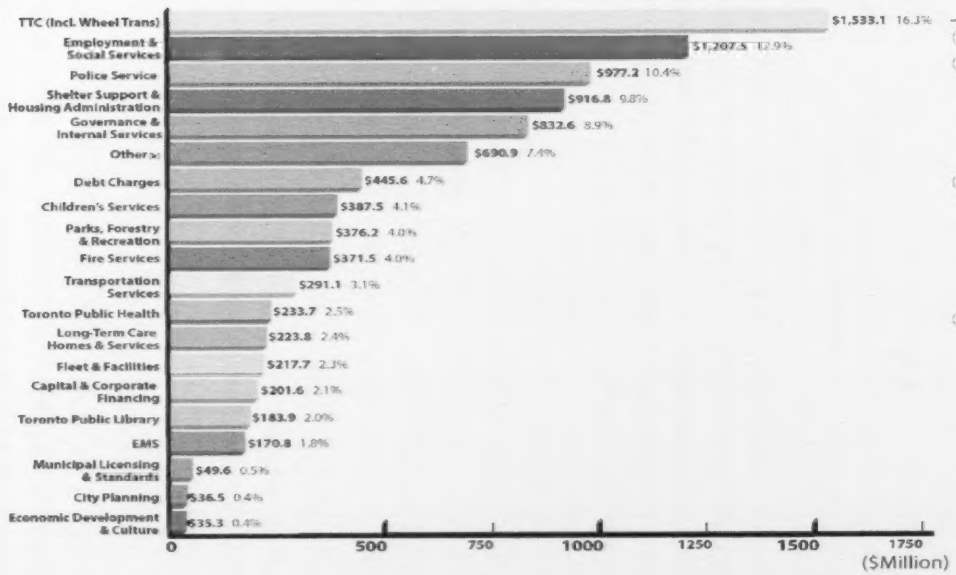
Where does the money come from (Operating Budget)?


Property Taxes $3.6 38%
Provincial Grants & Subsidies $1.9 20%
Federal Grants & Subsidies $0.2 2%
Other Subsidies $0.2 2%
User Fees $1.5 16%
Fines & Penalties $0.2 2%
Interest & Investments $0.2 2%
Reserves/Reserve Funds $0.4 4%
Transfers from Capital $0.1 1%
Prior Year Surplus $0.3 3%
Other Revenue (ii) $0.7 8%
($Billion)

What will the City's Capital Budget plan be spent on?



Where does the money go (Operating Budget)?



(i) Municipal Land Transfer Tax

(ii) Other Revenues include:
- Municipal Land Transfer Tax
- Third Party Sign Tax
- Interest/Investment Earnings
- Other Corporate Revenues
- Gaming & Registry Revenues

(iii) Other Capital Programs include:
- Economic Development and Culture
- Toronto Public Library
- Long Term Care
- GO Transit
- Waterfront
- Toronto Employment & Social Services

(iv) Other Expenditures include:
- Tax Deficiencies/Write-offs
- Assessment Function (MPAC)
- Temporary Borrowing
- Funding of Employee Related Liabilities
- Programs Funded from Reserve Fund
- Other Corporate Expenditures
- Insurance Premiums & Claims
- Parking Tag Enforcement & Operation
- Vacancy Rebate Program
- Street & Expressway Lighting Services
- Pandemic Influenza
- Solid Waste Management Services Rebate

Station Manager Mark Hemming

Station managers provide face time with riders

RELIABILITY. Punctuality. Cleanliness. TTC customers have high expectations for their transit system. In February 2010, TTC Commissioners received and endorsed a status report, and a draft Customer Service Business Plan, responding to 78 recommendations contained in the Customer Service Advisory Panel report dated August 2010. Establishing station managers was a key recommendation for taking ownership of subway stations on a daily basis to achieve a positive and proactive impact on the quality of customer service provided to TTC riders.

Late in 2010, the TTC introduced its first group of station managers to the Yonge-University line from Queen to Museum stations. Five days a week, they roam their zones and respond to subway delays and emergencies, report maintenance and cleanliness issues, support collectors and janitors, and offer face-to-face contact with customers for general information and issues resolution.

"This is a position where we can meet one-on-one with our customers," says Station Manager Mark Hemming. "Union Station is my community; I've gotten to know the riders, the employees, the station retailers – even the nearby hotdog vendor."

Station Managers work from Monday to Friday, 6:30 a.m. to 2:30 p.m. They are currently assigned to six subway zones:

Zone 1: Museum/Queen's Park/ St Patrick
Zone 2: Osgoode/St Andrew
Zone 3: Union
Zone 4: King/Queen
Zone 5: Dundas
Zone 6: Wellesley/College

In 2011, the TTC has plans to boost the number of station managers to 22 while expanding to 10 zones and extending service to 10:30 p.m.

ttc.ca

COMMUNITY ENVIRONMENT DAYS

Do your part to create a cleaner, greener Toronto.

Bring used or unwanted household items to any Community Environment Day event. For event dates, locations and a detailed list of items you can take to and get from the event visit the Community Environment Day web page or call 311.

toronto.ca/environment_days

We're doing better, but have a long way to go

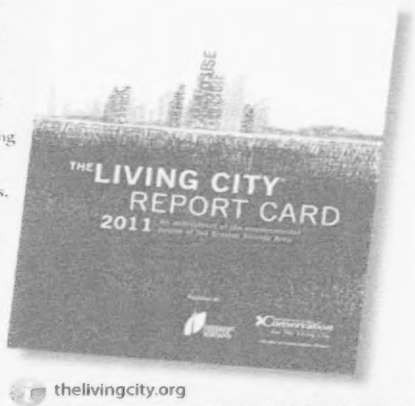
HOW healthy is the Greater Toronto Area (GTA)'s environment? Find out in The Living City® Report Card (2011), produced by Toronto and Region Conservation Authority (TRCA) and CivicAction's Greening Greater Toronto.

According to the report card, the GTA is in better environmental shape now than it has been in recent years, though there's still a lot of work ahead of us to get to where we need to be.

We are breathing cleaner air, using less water, and recycling more of the waste from our homes. But we're struggling to manage stormwater and commercial waste, control sprawl and traffic congestion, and protect our forests and wetlands. Conditions are also worsening for a number of plants and animal species and their distribution across the region.

We can all play a part in building a GTA that flourishes economically, socially and environmentally. Here is what you can do:

- Take the lead in ensuring that your workplace reduces waste and recycles, the way you do at home.
- Take public transit, carpool or drive cleaner/greener vehicles.
- Retain or restore natural areas on your land.



thelivingcity.org

Toronto EMS Paramedic competition teams – an international success!

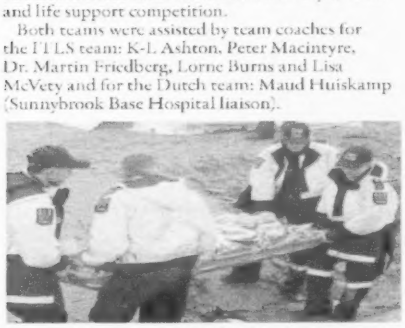
TORONTO residents can count on Toronto EMS paramedics providing them with award-winning emergency medical care when they call 911 for help.

Two Toronto EMS Paramedic teams took top honours competing in international competitions that challenged their pre-hospital emergency medical skills. The competitions were held in Reno Nevada and Nijmegan, Holland.

On Wednesday, October 27th, in the Dutch Ambulance Competition, Dr. Michael Feldman (Sunnybrook Base Hospital Physician), and Toronto EMS Paramedics, Don Reid, John Klich, and Jennifer Shield won first prize bringing home this honour to the City of Toronto and the staff at Toronto EMS.

The following week during an international medical skills competition in Reno Nevada, hosted by the International Trauma Life Support (ITLS) Conference, a team of three Toronto EMS Paramedics Jason Hess, Kelley Sheppard and Shamez Kassam came second in a two day trauma and life support competition.

Both teams were assisted by team coaches for the ITLS team: K-L Ashton, Peter Macintyre, Dr. Martin Friedberg, Lorne Burns and Lisa McVety and for the Dutch team: Maud Huiskamp (Sunnybrook Base Hospital liaison).



(l to r) Dr. Michael Feldman (Sunnybrook Base Hospital Physician), Toronto EMS paramedics Don Reid, John Klich, and Jennifer Shield perform life saving manoeuvres during the competition.

3Rs Ambassador Volunteer Program celebrates its one-year anniversary

THE City of Toronto began a new program in 2009 called the 3Rs Ambassador Volunteer Program to help residents living in multi-residential buildings divert more waste from landfill. Ambassadors volunteer in their own buildings to educate their neighbours about the 3Rs (Reduce, Reuse, Recycle). They use creative methods such as organizing recycling quizzes or swap meets to encourage their neighbours to participate. Ambassadors have also initiated collection programs for household hazardous waste and electronic waste.

3Rs Ambassador volunteer, Monika Simon, teaching a young resident about recycling in their building.

To date, the program is a huge success and buildings are seeing positive results. One building decreased its garbage volume and fees by about 50 per cent, in part due to the efforts of the building's 3Rs Ambassador.

"The 3Rs Ambassador in our building provided resources and taught the residents how to properly sort their waste, and there has been a noticeable improvement in our building's recycling program," said Elaine Waller, condominium manager.

There are currently about 100 Ambassadors across Toronto. Volunteers are recruited and formally trained by program coordinator Charlotte Ueta, and are provided with materials such as posters, stickers and other items at no cost.

The idea for the 3Rs Ambassador Volunteer Program was developed by the 3Rs Working Group, a citizen advisory panel that provides input on Solid Waste Management Services policies and programs.

If you are interested in becoming a 3Rs Ambassador for your building or want to learn more about the program, visit our web page or contact the program coordinator at 416-392-9961.

toronto.ca/3rs

Disconnecting downspouts is mandatory

WHEN rainwater runs off a roof, it may flow through eaves troughs into a downspout that carries it directly into the sewer system. During heavy rainfall, the sewers become overloaded and untreated sewage can flow directly into our waterways, polluting them and local beaches. It can also flow back into your home, causing basement flooding.

To help solve this problem, and reduce your risk of basement flooding, City Council has approved a bylaw making it mandatory for property owners, city-wide, to disconnect their downspouts from the sewer system. The bylaw will take effect in three phases in different areas of the city, starting later this year.

PHASE 1 requires properties located mainly in the city core to disconnect by November 20, 2011 (see map). This phase takes in a number of wards and portions of others. Find out if your property is in Phase 1 at toronto.ca/water or call 311.

PHASE 2 requires properties located in areas identified as basement flooding-prone to disconnect by December 3, 2013.

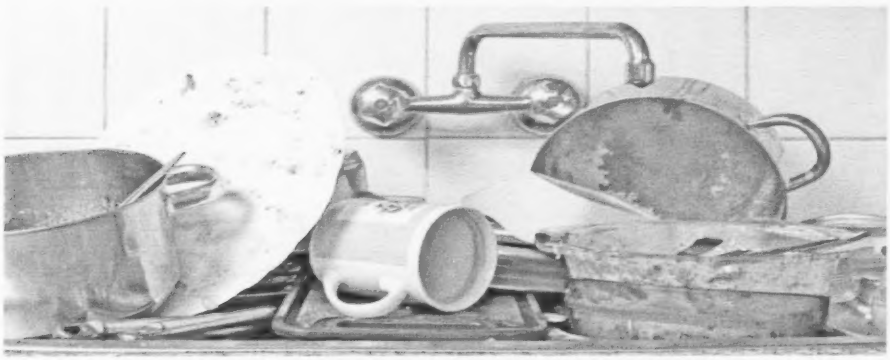
For all remaining areas of the city, the deadline to disconnect is December 3, 2016.

You can do it yourself or hire a City-licensed eaves trough or roofing contractor or other experienced professional.

In cases where disconnecting is not technically feasible or would create a hazard, property owners can apply for an exemption. The City may also provide financial assistance to low-income property owners.

Why not beat the rush and get the job done early?

toronto.ca/water



Help protect your home and business:
Keep fat, oil and grease out of the sewer system

WHEN warm fats, oils, and grease (often the by-product of cooking) are washed down the sink or toilet into the plumbing system, they cool, harden and stick to the inside of sewer pipes. Over time, they build up and can block the entire pipe.

Blocked sewer pipes can lead to problems, such as:

- overflowing of raw sewage into your home, business, or neighbouring property, causing basement flooding – an expensive and unpleasant cleanup
- a raw sewage overflow into parks, yards, streets, creeks, rivers and the lake
- contact with disease-causing organisms
- an increase in operation and maintenance costs to clean and repair damaged sewer pipes.

In a business such as a restaurant, some of the issues caused by blocked sewers could ultimately lead to fines as well as a temporary or permanent closure of the restaurant by Toronto Public Health.

To help prevent blocked sewer pipes, let the fat, oil or grease cool and harden, then scrape it and food scraps into your Green Bin. Also, consider placing a strainer on all sink drains to prevent leftover food from entering the drain. Small volumes of liquid cooking oil can be placed into the Green Bin as long as the other organic materials or paper towels can absorb the oil.

Restaurants have additional responsibilities when it comes to managing fat, oil and grease, including installation of a grease trap. Restaurant owners and employees can find out more about these responsibilities at toronto.ca/water/sewers/greasetrap.htm.

For 24-hour reporting of water pollution based spills and complaints, please call 311.

toronto.ca/water

Changes to Toronto's water service programs

ON February 23, 2011, Toronto City Council placed moratoriums on the Drain Grant Program and the Voluntary Downspout Disconnection Program, effective March 1, 2011. Council ended the Clothes Washer and Toilet and Urinal Rebate Programs, also effective March 1, 2011.

Under the moratorium for the Drain Grant Program, the City will accept applications for work done up to and including February 28, 2011. A signed and dated Drain Grant application must be submitted within 12 months (1 year) of the date the work was completed, as shown on the homeowner's invoice. The City will return any ineligible program applications.

Under the moratorium for the Voluntary Downspout Disconnection Program, the City is no longer disconnecting any downspouts, nor is it providing financial assistance for this purpose. The City will notify residents who had signed-up for the Voluntary Downspout Disconnection Program that they will not have their downspout disconnected by the City.

Applications for the Clothes Washer and Toilet Rebate Programs are no longer being accepted. The City will return any ineligible program applications.

The purpose of the moratoriums is for the Public Works and Infrastructure Committee to consider a Drain Grant Program and a Voluntary and Downspout Disconnection Program for 2012; however Council reserves the right to completely cancel or re-start either of the programs at any time in 2012.

For up-to-date program information:

toronto.ca/water

"Cut it Out Toronto!" at Canadian Tire this spring

THE City of Toronto and Canadian Tire are encouraging Torontonians to help cut the emissions that contribute to climate change. On June 4 and 5, bring your old, polluting, gas-powered leaf and snow blower, lawnmower and trimmer to one of four Canadian Tire stores between 10 a.m. and 5 p.m. All items will be responsibly recycled, and you will receive up to $100 off a Yardworks lawn mower, and up to $50 off a Yardworks trimmer or push mower. The offer applies to purchases made on June 4 and 5 only.

- Albion & Kipling (1530 Albion Rd.)
- Eglinton & Laird (825 Eglinton Ave. E.)
- Yonge & Steeles (Centrepoint Mall at 6310 Yonge St.)
- Sheppard & McCowan (4630 Sheppard Ave. E.)

'Cut it Out Toronto!' is just one way that the City and Canadian Tire are working together to help Torontonians green their homes and neighbourhoods.

livegreentoronto.ca

National Emergency Preparedness Week – May 1 to 7

FOR most of us, large emergencies and disasters seem to happen to other people. But natural disasters, industrial accidents or service disruptions can happen anywhere at any time. During National Emergency Preparedness Week, Torontonians are encouraged to "get emergency ready" by knowing the risks, making a plan and preparing a kit.

The City of Toronto's Office of Emergency Management is prepared to respond to any emergency. Some of the biggest risks we face include power outages, severe storms, earthquakes, floods, heat and cold emergencies, infectious disease outbreaks, water contamination or hazardous chemical releases.

While the City is doing its part, residents also have a role to play. Be emergency ready:

- Prepare a plan so that you and your family know what to do in an emergency.
- Prepare an emergency kit with food, water and supplies to last at least 72 hours (three days).
- Make sure you have insurance to help protect your home and family.

It's difficult to think clearly and logically in an emergency. Do your planning now, when you have time to be thorough. It's easy – you might find you're more prepared than you think.

Preparedness...it's everybody's business.

toronto.ca/oem

The dog next door

IT was a regular call for Craig Hewitt, an Animal Control Officer with Toronto Animal Services – a noise complaint about a dog barking and whining on a balcony. Craig responded to the call but when he arrived at the apartment, there was no answer. He left a notice on the door and was about to go to his next call. Instead, Craig knocked on the door of the unit next door and asked if he could go out on their balcony to try to get a look at the dog.

What he saw was horrific. The dog was suffering from an extreme case of mange, malnourishment and other issues. Craig immediately called the Ontario Society for the Prevention of Cruelty to Animals and the dog was seized. The dog, now named Rocky, received veterinary care and has made a remarkable recovery. He is a beautiful, eight-month-old male lab/shepherd mix.

Who knows what sad fate Rocky would have met had Craig not made that extra effort. Toronto Animal Services provides 24-hour emergency response to calls (416-338-PAWS) for animals that are injured, are in distress or are jeopardizing the safety of the public. Animal Services also has dogs and cats available for adoption at each of its four Animal Centres.

Rocky was very ill with mange and malnourished when he was found by Animal Services.

Rocky has made a full recovery and is now happy and healthy.

toronto.ca/animal_services

Apply for a municipal child care space or fee subsidy from the comfort of your home

THE City of Toronto now offers a new and convenient way to apply for a child care fee subsidy or a space in a municipal child care centre. You can now access our easy-to-use online forms to apply for these services at a time that is convenient for you.

It takes only 10 minutes to complete a form. You can make the application process even faster by doing the following before you start:

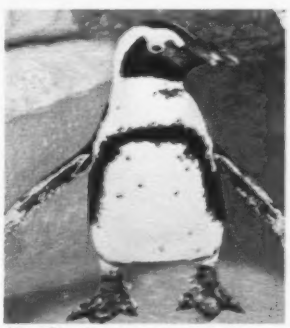
1) Check the online Child Care Finder feature on the Toronto Children's Services web page for child care providers that suit your needs. Remember to check carefully whether:
   a. They offer child care for the age of each child entered on your application
   b. They have a child care subsidy agreement with the City
   c. The Quality Ratings for the centre meet with your approval.
2) If you are applying for a fee subsidy, check to see if you qualify by checking the criteria and by using our fee calculator. This information can be found in the Fee Subsidy section of the Toronto Children's Services web page.
3) And finally, make sure you have a copy of your Notice of Assessment (NOA) or Canada Child Tax Benefit (CCTB), your Social Insurance Number (SIN) and the phone number of your employer or school.

You can also call 311 for help in completing your application. A 311 customer service representative is available to help you 24 hours a day, seven days a week and can provide service in more than 180 languages.

toronto.ca/children

New at the zoo

WHAT'S new and improved at the Toronto zoo? The African Rainforest Pavilion - home to some of your favourite animals, including the meerkats, pygmy hippos and more. The 2,140-square-metre, newly-renovated portion of the pavilion features a brand new Chameleon Nursery, where you can see these tiny lizards as they begin their life journey (but look closely - even as youngsters they sure know how to blend in with their background). You have likely already seen the renovated gorilla rainforest exhibit, so come out and see the brand new digs for the other animals in the pavilion, including the new ring-tailed lemurs. Did you know that these popular primates like to sunbathe during the early morning hours, similar to a yoga meditation pose!



African Penguin

What's white and black and coming back? Come out to the Toronto Zoo to see the ocean birds that are built to swim, dive and fly through the sea - the African penguins. The new 260-square-metre penguin exhibit will be open this spring. It includes a state-of-the-art underwater viewing area where you can come face to face with your black-footed friends!

The Toronto Zoo is home to over 5,000 animals and many award-winning exhibits including the Tundra Trek, which features the zoo's three playful polar bears and Arctic wolves. Where else can you get up close to exotic animals from all over the world including the Amur tiger, Masai giraffe, African elephant, Western lowland gorilla, Indian rhino and Sumatran orangutan, just to name a few.

torontozoo.com

You can't keep a good volunteer down

Jan Rowan strapped on her snowshoes and walked through a storm to volunteer at Seven Oaks.

IT was a heavy snow day on February 2, but that wasn't going to stop Jan Rowan from getting to Seven Oaks, a City of Toronto long-term care home, where she has been a volunteer for more than 10 years. Now in her eighties, Jan has logged about 2,600 hours of volunteer service, providing pastoral care and dining enhancement, and coordinating the worship service every Wednesday morning. Jan, a past recipient of the Excellence in Volunteering Award (2008), participates in the Toronto Challenge each year and is vice president of the volunteer executive at Seven Oaks.

Participants at last year's event stretch before beginning their run.

Get ready for the Toronto Challenge – a fun walk and run for everyone

JOIN runners and walkers of all ages at the Toronto Challenge presented by MonsterMortgage.ca on Sunday, June 12, and help raise money to support programs for Toronto seniors.

Whether you are a competitive runner, out to achieve a personal fitness goal or looking for a casual, family-friendly event, the Toronto Challenge is welcoming and accessible to everyone. Options include a 5 km timed run, a 5 km walk or a 1 km walk. Low registration fees ($20 for adults, $10 for children, seniors and people with disabilities and $40 for the whole family) include an event t-shirt, refreshments and complete race-day support.

The Toronto Challenge celebrates its 20th anniversary this year. It is the largest annual fundraiser for seniors' programs across Toronto. Participants are encouraged to collect pledges for the organization of their choice. Money raised can go to things like large-print books, seniors' fitness classes, shopping bus trips, and services for people recovering from brain injury. The event participants themselves get to choose where to direct their financial support.

toronto.ca/challenge

Favourite City Service, Favourite City Place

Do you have a favourite spot in Toronto? What's special about it?

I really enjoy biking the Don Valley Trail. I just moved to Brimley and St. Clair, so this will be my north-south bike route to get downtown once the good weather comes.

Is there a City service that is special to you?

I appreciate them all, but if I had to choose a top three, it would have to be public transit, the garbage and recycling programs, and Parks and Rec. They all do great work.

Bethany Foster, Scarborough

Do you have a favourite place in the city? Is there one service that you really like? Write us at ourtoronto@toronto.ca

Toronto THEN&NOW

Southwest corner of Gerrard and River streets

BEFORE the Regent Park housing development was built, the Shamrock Hotel stood at the corner of Gerrard and River streets. Two years later, the 1949 photograph shows two-storey homes under construction. Within the next ten years, these, too, will make way for an improved mixed-income, mixed-use community.

INSPIRED by Article 27 of the Universal Declaration of Human Rights, the Celebrate 27 Arts Fest (C27) demonstrates and celebrates the universal right of all to participate in the arts and cultural life of the community with events across Toronto in April.

C27 also raises awareness of the diverse programs and services offered by the City, affiliated local arts organizations, and the Neighbourhood Arts Network.

Toronto/Milano – *The Urban Landscape* exhibition features large scale photos by Toronto photographer Michael Awad as well as works by four young Toronto photographers mentored by Awad. The exhibition launched at Brookfield Place and is now being displayed at Pearson International Airport until the end of September.

C27 also salutes 12 local Community Cultural Champions – people who advocate arts in their community and those who volunteer their personal time to champion an arts cause. Selected by their peers from Toronto arts ogranizations, the Champions are: Norman Alconcel; Earla Alexander; Lillian Allen; Laurie-Shawn Borzovoy; Kim Crosby; Gili Gurvitz; Joy Hughes; Che Kothari; Doris McCarthy; Mark Selkirk; Jerry Smith and Natalyn Tremblay.

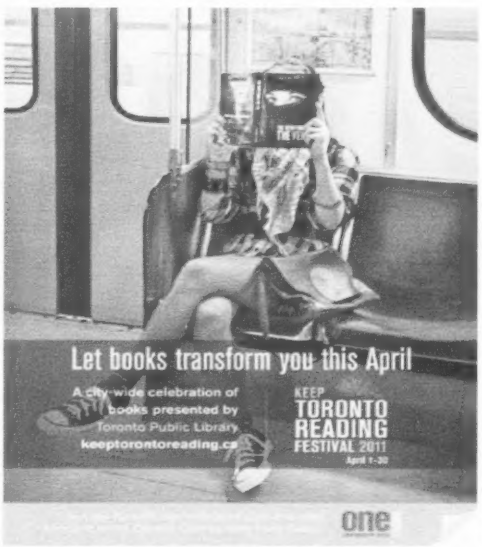
C27, organized by City of Toronto Economic Development & Culture, is the result of many public and private partnerships including: Arts Etobicoke, Lakeshore Arts, Urban Arts, Scarborough Arts Council and the Neighbourhood Arts Network, Joy Apparel, The Italian Chamber of Commerce of Ontario and The City of Milan. The festival is sponsored by TD Bank Group; Canon Canada, Alitalia, and the Greater Toronto Airport Authority.

toronto.ca/celebrate27

Toronto Public Library keeps Toronto reading this April

FOR the sixth year, Toronto Public Library is celebrating the joy of reading with its month-long Keep Toronto Reading festival. This year, Keep Toronto Reading is all about the transformative power of books. Readers know that the right book can change everything, from the way we cook dinner to the way we navigate our lives.

Throughout the month of April, the library invites everyone in Toronto to share the books that have transformed them by coming to events, writing in travelling journals and taking part in online activities. With more than 80 programs in neighbourhoods across the city, there's something for everyone – author readings, panel discussions, contests, storytelling, performances and hands-on activities for kids.

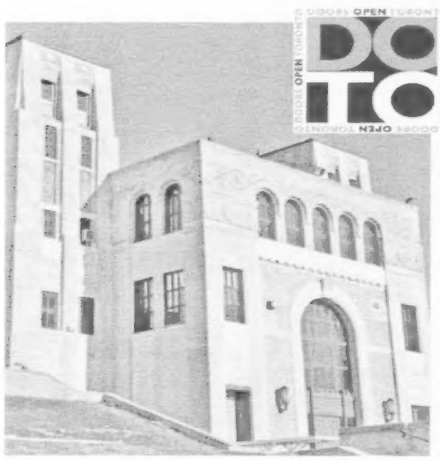

Let books transform you this April
A city-wide celebration of books presented by Toronto Public Library
keeptorontoreading.ca
KEEP TORONTO READING FESTIVAL 2011
April 1–30
one

With more than 80 programs in neighbourhoods across the city, Keep Toronto Reading offers something for everyone.

The library's One Book Community Read is also back. The One Book selection this year is Midnight at the Dragon Café by Judy Fong Bates, a wonderful story about a young Chinese girl growing up in small-town Ontario. Midnight is a perfect community read for our richly diverse city. The library invites everyone to read the book and discuss it with other Torontonians at any of the many One Book events.

This April, come to the library and let books transform you.

keeptorontoreading.ca



The RC Harris Water Filtration Plant is an architectural masterpiece, designed in the Art Deco style.

Doors Open Toronto 2011
reframes the city through photography

THIS year Doors Open Toronto, which will be held on Saturday, May 28 and Sunday, May 29, presents a special focus on photography, with a number of buildings featuring archival photography, photographic studios and the chance to meet with Toronto photographers.

Doors Open Toronto is an annual city-wide weekend celebration that has attracted more than 1.9 million visitors since it began 12 years ago. It features free access to 150 architecturally, historically, culturally and socially significant buildings around the city, many of which are not usually open to the public.

Among the many buildings that will be featured this year are: City of Toronto Archives; Diamond+Schmitt Architects (The Ellis Building); The Empress Building (124 Merton Street); MaRS Discovery District; The Michener Institute for Applied Health Sciences; Redpath Sugar Museum; Spadina Museum: Historic House and Gardens; TTC McCowan Carhouse and the TTC Roncesvalles Carhouse. A complete list of venues will be released on May 1.

One of Toronto's architectural gems, the R.C. Harris Water Filtration Plant, will open its doors to celebrate its 70th anniversary. Designed in 1929, opened in 1941 and expanded from 1955 to 1958, it is the largest ensemble of Art Deco buildings in Toronto.

Toronto was the first North American city to launch a Doors Open event and has advised on similar programs such as Doors Open Ontario and Open House New York. Doors Open Toronto is produced by the City of Toronto and sponsored by the Toronto Star. Media sponsor: Citytv.

toronto.ca/doorsopen

STOMP:
10 years and still going strong

Buc N Hava Dance Crew—2010 STOMP Advance winners

HUNDREDS of children and youth, ages 6 to 24, will perform an eclectic array of urban dance styles at the City's 10th Annual STOMP Urban Dance Competition and Showcase on Saturday, June 4. Participants come from communities across Toronto, and every year they perform before a panel of special judges and to a standing-room-only audience.

"Over the past 10 years, STOMP Urban Dance Competition and Showcase has become one of the city's premier youth events," said Janie Romoff, Director of Community Recreation for the City's Parks, Forestry and Recreation division. "STOMP is about leadership and team building. It brings together youth from across the city's many diverse communities and helps them strengthen the bonds they have with their community and each other – in a safe, fun and meaningful way."

With more than 375 participants, STOMP is the largest annual youth event hosted by the City of Toronto. The performers come from Parks, Forestry and Recreation dance classes, community dance groups and professional dance academies. Styles of dance include b-boy, breaking, hip hop, dancehall, jazz and contemporary. The event also offers valuable stage time for other urban culture themes: up-and-coming MCs, youth bands, vocalists, rappers, dub poets and actors.

STOMP is a key component in Parks, Forestry and Recreation's youth engagement strategy. In 2009, a total of 22,192 youth, ages 13 to 24, enrolled in the 1,841 registered youth recreation programs. Thousands more were served by drop-in programs and events.

toronto.ca/parks

We've been expecting you!

TOURIST season will shortly be upon us, and Toronto's streets will be teeming with visitors eager to experience the exciting festivals, events and attractions available across this great city.

With more than 16 million visitors annually, supporting nearly 50,000 local jobs, Toronto is Canada's leading tourism destination. You likely have a neighbour, a friend or relative whose livelihood depends on the success of the tourism industry. You can help encourage visitors to return by welcoming our guests and taking a couple of minutes to answer their questions when you see them around the city. We want our visitors to feel that Toronto is ready to show them a great time!

And as always, it's a great time to be a tourist in your own town. Wondering where to go? Visit our web page for a full listing of fun activities for you and your family – or call or visit the Toronto desk at an Ontario Travel Information Centre (416-392-9300) and one of the friendly counsellors can help you plan a day in Toronto you won't soon forget.

Whether you're a city resident or from out of town, Toronto is expecting you this summer!

toronto.ca/events

CITY UPDATE
WINTER 2011

E-NEWSLETTER

Toronto City Update focuses on the latest services, innovations and accomplishments at the City of Toronto – Canada's largest city and sixth largest government. This e-newsletter is for interested members of the public. toronto.ca/city-update (to read or to subscribe)